



Idaho
Commission
for Libraries

Best Practices Section 4: Human Resources

Checklist

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‘Human resources’ is a collective term for an organization’s most valuable asset: the people who make things happen. These people are sometimes referred to as labor, manpower, personnel, or talent. An organization’s human resources staff oversees the various aspects of employment, including compliance with labor law and employment standards, administration of employee benefits, evaluation, hiring, organizing of employee files with required documents for future reference, promotion, termination, and certain aspects of recruitment. In Idaho, large independent libraries and library districts may have their own human resources office or staff. City libraries, as a city department, may rely on the city for such services. The term ‘human resources’ is synonymous with ‘personnel’.

Best Practices for Public Libraries in Idaho is a tool developed by the Idaho Commission for Libraries for the public library community to use in planning, staff and trustee development, orientation, and advocacy.

Together with an advisory group of practicing librarians, ICfL has developed a set of suggested Best Practices which are presented in seven content areas:

1. Collection Development and Maintenance
2. Facilities
3. Governance and Board Service
- 4. Human Resources**
5. Marketing and Advocacy
6. Services and Programming
7. Technology

Each of the seven checklists is supported by a toolkit which further defines or supports the Best Practices statements.

Checklist statements are divided into categories designed to assist the participant:

- Core – Statements in this category are fundamental to public library service in Idaho.
- Enhanced – Statements in this category add value to core library services.
- Stretch – Includes nationally trending library practices.

A good way to approach these tools is to work through each checklist, ticking off the boxes for those Best Practices currently maintained by the library. The remaining unchecked Best Practices present opportunities for local development, planning, and education.

The Idaho Commission for Libraries does not require attainment of levels for eligibility in any ICfL programs or services. The Best Practices are intended to be a tool for continuous improvement, not a library certification program. ICfL encourages public libraries to use the Best Practices in conjunction with ICfL's *Best Practices Improvement Plan*.

The Idaho Commission for Libraries is introducing a companion program for *Best Practices for Public Libraries in Idaho*. The *Best Practices Improvement Plan* will provide financial support, through a grant process, to assist libraries in improving identified areas of Best Practice.

Core Level

- Yes ☐ No ☐ 4.1. My library complies with federal and state laws pertaining to human resources, including:
- 4.1.1. The Fair Labor Standards Act (FLSA);
 - 4.1.2. Equal Employment Opportunity (EEO);
 - 4.1.3. Workers' Compensation laws;
 - 4.1.4. The Americans with Disabilities Act (ADA);
 - 4.1.5. FICA regulations and all federal and state regulations pertaining to payroll;
 - 4.1.6. The Family and Medical Leave Act of 1993 (FMLA), if applicable.
- Yes ☐ No ☐ 4.2. My library provides a safe and pleasant working environment free from harassment, abuse, unnecessary hazards, and bullying.
- Yes ☐ No ☐ 4.3. My library provides basic staff training, including:
- 4.3.1. Reference;
 - 4.3.2. Reader advisory;
 - 4.3.3. Technical assistance;
 - 4.3.4. Children's services.
- Yes ☐ No ☐ 4.4. My library provides training and plans for managing any disaster or emergency situations that may occur. Examples may include, but are not limited to:
- 4.4.1. First aid;
 - 4.4.2. Drug overdose;
 - 4.4.3. Fire or fire drill;
 - 4.4.4. Active shooter or active killer.
- Yes ☐ No ☐ 4.5. My library employs staff at a level to provide reasonable open hours and services for the community and reasonable workloads for the staff, while working within budgeted funds.
- Yes ☐ No ☐ 4.6. My library is above the [50th percentile](#) for levels of staffing (FTE) according to the most recent collection of *Idaho Public Library Statistics*.

- Yes ☐ No ☐ 4.7. My library requires staff to adhere to a confidentiality agreement to protect patron privacy.
- Yes ☐ No ☐ 4.8. My library provides access to training and professional development opportunities that support staff job descriptions and all policies and procedures.
- Yes ☐ No ☐ 4.9. My library adheres to formal, written hiring processes and practices.
- Yes ☐ No ☐ 4.10. My library maintains written job descriptions for the director and all staff positions.
- Yes ☐ No ☐ 4.11. My library displays on its premises the poster "Equal Employment Opportunity is the Law."
- Yes ☐ No ☐ 4.12. My library's director provides periodic evaluations for each staff member, aligned with the appropriate job description and annual performance goals.
- Yes ☐ No ☐ 4.13. My library provides a grievance procedure, a step-by-step process that an employee must follow to ensure that his or her complaint is addressed satisfactorily.
- Yes ☐ No ☐ 4.14. My library provides employee benefits to the extent that it is able, recognizing the importance of benefits in recruitment and retention.

Enhanced Level

- Yes ☐ No ☐ 4.15. My library provides trauma-related training for its public service staff.
- Yes ☐ No ☐ 4.16. My library develops and maintains a recruitment, training, and retention plan for volunteers.
- Yes ☐ No ☐ 4.17. My library's staff rereads the library's policies and procedures annually.
- Yes ☐ No ☐ 4.18. My library's staff is encouraged to pursue professional development and is supported in and recognized for such pursuits.
- Yes ☐ No ☐ 4.19. My library encourages and supports staff membership and participation in local organizations by planning for paid time out of the building and budgeting for costs associated with memberships.

Stretch Level

- Yes ☐ No ☐ 4.20. My library has developed a classification and salary schedule for each position in the library.
- Yes ☐ No ☐ 4.21. My library provides tuition assistance for staff members who are pursuing additional formal education.